

From: Richard Sumter/R3/USEPA/US
Sent: 6/11/2012 6:28:16 PM
To: Terri-A White/R3/USEPA/US@EPA
CC:
Subject: Re: Customer Satisfaction Survey

Ex. 5 - Deliberative

----- Original Message -----

From: Terri-A White
Sent: 06/11/2012 05:43 PM EDT
To: Richard Sumter
Subject: Re: Customer Satisfaction Survey

Rick,

Ex. 5 - Deliberative

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If that's still your approach, then yes -- I/you can assign Heather the job of drafting a survey. Let me know if you need me to do anything. -- Terri

From: Richard Sumter/R3/USEPA/US
To: Terri-A White/R3/USEPA/US@EPA
Date: 06/11/2012 04:47 PM
Subject: Customer Satisfaction Survey

Terri, as we discussed this morning, I was wondering if Heather would feel comfortable drafting a survey to accompany the Dimock communication plan. The purpose of the survey would be to gauge Dimock customer satisfaction with EPA as a result of the water sampling of the 68 homes.

The proposed survey would be a *Likert* scale, with five questions addressing if residents felt that EPA did a good job of meeting their customer expectations. The questions posed would be:: strongly disagree, disagree, neutral, agree, and strongly agree, with a numerical scale from 1 to 10, with 1 being the worst and 10 being the best. To set up the survey a short Dimock background paragraph would have to be developed to set up why the survey was being given. The survey would be part of EPA's communication withdrawal plan and accompany the RA's letter to the residents notifying them that EPA was ending the investigation.

I briefly asked Heather if she had basic knowledge of how to set up a survey and she said yes. This project would give her something to do, but, before I went any further I wanted to run this by you since you are her supervisor. Please advise.